



Department of Veterans Affairs Senior Executive Biography

Mitzi A. Marsh

Director, St. Louis VA Regional Office

Veterans Benefits Administration



Mitzi A. Marsh was appointed Director of the St. Louis VA Regional Office (RO) on November 2, 2014. In this position, she is responsible for 1,224 employees. The St. Louis RO administers a variety of services and benefits including Compensation and Pension, Veteran Readiness and Employment, National Call Center, Education (covering 18 states), Centralized Support processing the nation's Freedom of Information Act and Privacy Act requests, Integrated Disability Examination System (IDES), special adaptive housing grants, benefits counseling, outreach services for the homeless, elderly, minority, and woman Veterans, and public affairs activities. The St. Louis RO benefits programs annually pay over \$1.9 billion in benefits to over 125,000 Veterans and their beneficiaries. Ms. Marsh is responsible for executing a budget of over \$93 million. Prior to this appointment, Ms. Marsh was the Director of the Wichita VA Regional Office since 2011.

CAREER CHRONOLOGY:

2014 – Present	Director of the St. Louis VA Regional Office
2011 – 2014	Director of the Wichita VA Regional Office
2009 – 2011	Assistant Director of the Los Angeles VA Regional Office
2005 – 2009	Veterans Service Center Manager of the St. Louis VA Regional Office
2002 – 2005	Veterans Service Center Manager of the Des Moines VA Regional Office
2000 – 2002	Assistant Veterans Service Center Manager of the Wichita VA Regional Office
1992 – 2000	Adjudicator, Rating Technician, Rating Specialist, and Claims Processing Coach of the Lincoln VA Regional Office

EDUCATION:

1992 – Graduate of the Nebraska National Guard Officer Candidate School
1988 – Bachelor of Science in Management and Accounting, Peru State College, Peru, Nebraska
1986 – Associates of Science in Accounting, Southeast Community College, Fairbury, Nebraska
2003 – Leadership VA
2008 – Leadership for a Democratic Society, Federal Executive Institute
2008 – Basic Mediation Skills with Clinical Practicum, The Justice Center of Atlanta, Georgia
2008 – 2009 – VBA Assistant Director Development Program
2017 – Harvard Kennedy Business School, Senior Executive Fellows Program

AWARDS AND HONORS:

Ms. Marsh began her federal service with the United States Army Reserve in April 1985 as an enlisted member. She later graduated from Officer Candidate School and was commissioned as 2nd Lieutenant, Chemical Officer, receiving the Leadership Excellence Award, in July 1992. Her tenure included full-time service as the Unit Administrator and Staff Administrative Assistant to the Battalion Commander of the 162nd Medical Battalion in Lincoln, Nebraska. Her Army Reserve career came to a close in June 1995 to pursue her civilian career with the Department of Veterans Affairs.